

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

Agency
Number

CHECK ONE: NEW POSITION EXISTING POSITION UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.	10. Budget Program Number		Position Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Intake Protection Specialist		
3. Division Prevention and Protection Services			12. Proposed Class Title		
4. Section Kansas Protection Report Center		For Use By	13. Allocation		
5. Unit Topeka Protection Report Center			14. Effective Date		
6. Location (address where employee works) City Topeka County Shawnee			15. By	Approved	
7. (circle appropriate time) Full time X Perm. Inter. Part time Temp. % Regular		Personnel Office	16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time) FROM: Shifts Varies AM/PM To: AM/PM			17. Audit Date: By: Date: By:		

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
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Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee is responsible to receive reports from the public regarding alleged abuse and/or neglect of children and vulnerable adults. Information reported is documented and forwarded as directed. Procedures are established to provide direction for employee. This work takes place in a 24/7 call center and the employee works independently with little supervision. Work is performed from general direction of laws, agency policy and procedures and child welfare best practice. Employee must exercise foresight, initiative and interpersonal skills. Verbal and/or written assignments are general and outcome oriented, allowing for, and requiring the employee considerable critical thinking and latitude for independent judgment. Duties assigned may be of substantial intricacy. Employee primarily applies standardized professional practices. Problems, questions, concerns not covered by guidelines, policy, procedures or without precedent are taken up with the supervisor.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
1. 40%	E	Receives incoming telephone calls, faxes, emails, web, or walk-ins involving alleged child/adult abuse and/or neglect, elicits essential information from caller, and determines the immediacy and validity and type of response needed.
2. 20%	E	Provides input and recommendations to KPRC Specialist and/or Supervisor necessary to complete the Initial Assessments Decision on those intakes received.
3. 10%	E	Elicits essential information from the caller including the problem, allegation, and complaint, names of involved parties, addresses. Prepares clear and accurate written summaries of the information received in the reports via telephone conversations, faxes, emails or web.
4. 10%	E	Searches department and statewide databases (FACTS, KAECSES, KEES, CLARIS) to compile all necessary information on the alleged victim, family members, all involvement of DCF, and other required information. Collateral contacts including, but not limited to, schools, law enforcement officers, physicians, other state agencies and other social service agencies within and outside of Kansas.
5. 10%	E	Gathers additional information needed to make initial assessment decision from collateral contacts including, but not limited to, schools, law enforcement officers, physicians, other state agencies and other social service agencies within and outside of Kansas. Enters information into the designated program for further processing. Prior to completing the report, review reports for accuracy and completeness. Adhere to agency expectations regarding completion of work and meeting agency outcomes of timeliness
6. 10%	E	Attends individual conferences with the supervisor, unit meetings and other team meetings as required. Attends training as required or recommended and approved by supervisor for the purpose of learning and improving relevant skills and knowledge. Consults with supervisor or designee when needed to determine appropriate disposition of complex reports. Perform other duties that will assist the agency as assigned

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

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- Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - Plans, staffs, evaluates, and directs work of employees of a work unit.
 - Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- Minimal property damage, minor injury, minor disruption of the flow of work.
- Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- Major program failure, major property loss, or serious injury or incapacitation.
- Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to gather and document information related to reports of alleged child abuse/neglect and adult abuse/neglect/exploitation or follow agency policy and procedures could result in serious harm or death to a child or vulnerable adult.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position requires daily contact in person, by telephone, or email with the general public, community leaders, community agencies, government officials, and agency employees, including administrative and supervisory staff.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The work environment involves hazards, risks or discomforts typical of working with or around hostile or resistive persons. Secondary trauma may be experience from reviewing large volumes of situations in which an adult or child is believed to have been victimized. Potential risks associated with a typical office environment.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of telephone, copy machine, personal computer, fax machine and other general office equipment.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education

A Bachelor's Degree in social work or related human services field.

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

This employee must have the ability to communicate clearly in person, by phone and in writing. The employee is expected to have the ability to apply proper interviewing techniques, knowledge and application of ethical standards, principals, and practice of human services. The employee must be able to develop cooperative and satisfactory contacts with the general public, collaterals, and other professionals.

Experience - length in years and kind

Preferred: Bi-lingual in English and Spanish; two years of work experience at a call center/customer service center.

28. **SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date